

IN THE
UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s): Travis J. Parry

Confirmation No.: 5600

Application No.: 09/800854

Examiner: ENG, George

Filing Date: Mar 07, 2001

Group Art Unit: 2643

Title: System And Method For Providing Customer Support

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SEP 30 2004

Mail Stop Amendment
Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Technology Center 2600

INFORMATION DISCLOSURE STATEMENT

Sir:

This Information Disclosure Statement is submitted:

- () under 37 CFR 1.97(b), or
(Within three months of filing national application; or date of entry of national application; or before mailing date of first office action on the merits; whichever occurs last)
- () under 37 CFR 1.97 (c) together with either a:
() Statement under 37 CFR 1.97(e), or
() a \$180.00 fee under 37 CFR 1.17(p), or
(After the CFR 1.97 (b) time period, but before final action or notice of allowance, whichever occurs first)
- (X) under 37 CFR 1.97 (d) together with a: 09/29/2004 AWONDAF1 00000016 082025 09800854
(X) Statement under 37 CFR 1.97(e)(1) or (2), and 01 FC:1806 180.00 DA
(X) a \$180.00 fee set forth in 37 CFR 1.17(p).
(Filed after final action, a notice of allowance, on or before payment of the issue fee)

Please charge to Deposit Account 08-2025 the sum of \$180.00 . At any time during the pendency of this application, please charge any fees required or credit any overpayment to Deposit Account 08-2025 pursuant to 37 CFR 1.25.

(X) Applicant(s) submit herewith Form PTO 1449 - Information Disclosure Statement together with any required copies of patents, publications or other information of which applicant(s) are aware, which applicant(s) believe(s) may be material to the examination of this application and for which there may be a duty to disclose in accordance with 37 CFR 1.56.

() A concise explanation of the relevance of foreign language patents, foreign language publications and other foreign language information listed on PTO Form 1449, as presently understood by the individuals(s) designated in 37 CFR 1.56 (c) most knowledgeable about the content is given on the attached sheet, or where a foreign language patent is cited in a search report or other action by a foreign patent office in a counterpart foreign application, an English language version of the search report or action which indicates the degree of relevance found by the foreign office is listed on form PTO 1449 and is enclosed herewith.

It is requested that the information disclosed herein be made of record in this application.

- (X) I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, Alexandria, VA 22313-1450. Date of Deposit: 9/22/2004
OR

- () I hereby certify that this paper is being transmitted to the Patent and Trademark Office facsimile number _____ on _____
Number of pages: _____

Typed Name: Heather A. Ellis

Signature: Heather A. Ellis

Respectfully submitted,

Travis J. Parry

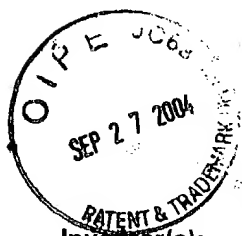
By

James R. McDaniel

Attorney/Agent for Applicant(s)

Reg. No. 34,481

Date: 9/21/04



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STATEMENT UNDER 37 CFR 1.97(e)

Sir:

The undersigned hereby certifies that either:

- (X) Each item of information contained in the Information Disclosure Statement was cited for the first time in a communication from a foreign patent office in a counterpart foreign application, not more than three months prior to the filing of the statement, or
- () No item of information contained in the Information Disclosure Statement
 - was cited in a communication from a foreign patent office in a counterpart foreign application, and
 - to the knowledge of the undersigned, after making reasonable inquiry, was known to any individual designated in 37 CFR 1.56 (c) more than three months prior to the filing of the Information Disclosure Statement.

Respectfully submitted,

Travis J. Parry

By

James R. McDaniel

Attorney/Agent for Applicant(s)
Reg. No. 34,481

Date: 9/21/04

Telephone No.: (208) 396-4095

FORM PTO-1449

LIST OF PATENTS AND PUBLICATIONS FOR
APPLICANT'S INFORMATION DISCLOSURE
STATEMENT

(Use several sheets if necessary)

ATTY. DOCKET NO.

10003552-1

APPLICATION NO.

09/800,854

CONFIRMATION NO.

5600

APPLICANT

PARRY, Travis

FILING DATE

MAR 07, 2001

GROUP

2643

REFERENCE DESIGNATION

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	PUBLICATION DATE	NAME	Pages, Columns, Lines Where Relevant Passages or Figures Appear
	1A	5,365,310	NOV 15, 1994	JENKINS et al	
	1B	5,544,649	AUG 13, 1996	DAVID et al	
	1C	5,619,183	APR 08, 1997	ZIEGRA et al	
	1D				
	1E				
	1F				
	1G				
	1H				
	1I				
	1J				
	1K				

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FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	PUBLICATION DATE	NAME OF PATENTEE OR APPLICANT	Pages/Columns/Lines Where Relevant Passages/Figures Appear	Check if Translation attached
	1L	WO98/40009	SEP 17, 1998	MURPHY et al		
	1M	WO99/30253	JUN 17, 1999	PHILIPS AB		
	1N					
	1O					
	1P					

OTHER REFERENCES (including Author, Title, Date, Pertinent Pages, etc.)

	1Q	SEARCH REPORT for FRENCH Patent Application No. 0202757, filed 03/05/2002
	1R	
	1S	

EXAMINER

DATE CONSIDERED